

HFP Call Center / CAA Helpline

Question: Where can we get the latest information on the transition plan?

<insert greeting and verification> The State Law has changed and requires children enrolled in the Healthy Families Program to be moved to the Medi-Cal Program. You may visit <http://www.mrmib.ca.gov/MRMIB/HFPTransition.html> or <http://www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx> for program transition updates and information. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What information will the families receive in their notices?

<insert greeting and verification> The applicants will receive notification of the upcoming transition. They will be notified of the date their child will transition and whether or not their health and dental plans will remain the same. It is very important that you advise your applicants to keep their address and phone number current with the Healthy Families Program. You may refer your applicant's to the Healthy Families website at www.healthyfamilies.ca.gov for program updates. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: How can I best help the families in transition?

<insert greeting and verification> Remind them that they will not lose any health, dental or vision coverage. You may help your applicants by making sure their Annual Eligibility Review is sent in, they pay their monthly premiums on time and they keep their address and phone number current with the Healthy Families Program. You may refer your applicants to the Healthy Families website at www.healthyfamilies.ca.gov or <http://www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx> for program updates. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is going to happen to the role of the CAA once the transition occurs?

<insert greeting and verification> You can continue to assist the families in obtaining health, dental and vision coverage through Healthy Families. The Healthy Families Program will continue to process applications until transition begins in early 2013. You may assist the applicants on completing their application or Annual Eligibility Review Form. You may continue to assist the applicants on-line at www.healthapp.net. It is very important that applicants keep their address and phone number current, to pay their premiums on time and complete their annual eligibility review on time. You may refer your applicants to the Healthy Families website at www.healthyfamilies.ca.gov for program updates. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Whom can I call if I don't want my child(ren) to move to Medi-Cal, and can I disenroll?

<insert greeting and verification> If you have any concerns about the move to Medi-Cal you can contact your state elected officials to voice your opinion. Please keep in mind that until you receive a letter explaining any changes to your children's Healthy Families coverage, your children will continue to receive services offered by Healthy Families Program. You will receive several letters before your child(ren) is transitioned at least 60-days prior to their move to Medi-Cal. If you decide you wish to no longer participate in the Medi-Cal Program, you may request a disenrollment from the County Social Services Department in writing. You may fax or

mail your request to <If not transitioned insert HFP fax or HFP mailing address. If transitioned insert the M/C PO box>. It is important to note that having health coverage for children is extremely important for preventative services and when they are ill regardless of the program providing those services. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Are the Medi-Cal guidelines the same as Healthy Families?

<insert greeting and verification> Yes, all children enrolled in the Healthy Families Program will be moved to Medi-Cal. At the time of your Annual Eligibility Review <insert AER anniversary date> Medi-Cal will send you a renewal form with instructions of what you need to send to continue coverage in Medi-Cal for another year.
May I also refer you to the following websites for any updates on the transition of children to Medi-Cal at
www.HealthyFamilies.ca.gov- Please see the homepage for any new information being posted.
www.mrmib.ca.gov- Please see the WHAT's NEW section on the home page.
www.dhcs.ca.gov- Please see the latest news and hot topics sections.
Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Where can I get a list of health plans after January 1, 2013 or a plan comparison by county?

<insert greeting and verification> Once your child has moved to Medi-Cal, you can choose a different Medi-Cal health plan if there is more than one plan in your county. If you would like to know about other plans in your county or to change your Medi-Cal plans, you can call Health Care Options (HCO) or visit the HCO website for information about the health plans at:
www.healthcareoptions.dhcs.ca.gov. You may also visit
<http://www.mrmib.ca.gov/MRMIB/HFPTTransition.html> for program transition updates and information. Once the chart is available it will be posted to this website.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is the Medi-Cal Program?

<insert greeting and verification> The Medi-Cal Program is California's Medicaid Program. It provides medical, dental, mental health and vision care to families. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: When will my child(ren) move to Medi-Cal?

<insert greeting and verification> The Healthy Families Program will continue to provide services for your child(ren). Your family will receive letters from the Healthy Families Program and the Medi-Cal Program telling you when and how your child(ren) will move. It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my child lose benefits when he/she turns 19 years old?

<insert greeting and verification> If your child has moved to the Medi-Cal program, when he/she turns 19 years old, a redetermination will be made to see if he/she qualifies for a different Medi-Cal program that covers children up to 21 years old.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What happens if my income changes after we move to Medi-Cal?

<insert greeting and verification> If your income changes, you need to report it to your county eligibility worker within 10 days.

*If already transitioned to Medi-Cal: report changes online, register at www.benefitscal.com.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: My Child is receiving services from CCS Program, will there be any changes to the services?

<insert greeting and verification> If your child is currently receiving services from the CCS program, there will be no change to their services and doctors in CCS. Your child will still be able to access the CCS program and this move will not impact them.

If you have questions about CCS please contact your local CCS program or Visit the CCS Program website for a list of local CCS programs.

<http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx>

Would you like the CCS number? What county do you live in?

Is there anything else I can help you with? Thank your for calling Healthy Families.

Question: In the past my child was referred to HFP because our income was too high for no-cost Medi-Cal and we had a high share-of-cost. What has changed to now allow my child to be in Medi-Cal without a share-of-cost?

<insert greeting and verification> Medi-Cal has expanded its program... As a result, it has allowed children, who were previously referred to HFP, to now be served by Medi-Cal. In some instances, children may be required to pay premiums.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will I still have to pay a monthly payment when I move to Medi-Cal, if so how much will that be?

<insert greeting and verification> You will receive a billing statement with your new premium amount. Higher income families will continue to pay monthly premiums in Medi-Cal. This will depend on your income and family size. The monthly premiums in Medi-Cal will be \$13.00 for each child up to a maximum of \$39.00 per family. You will receive a letter letting you know if your premium payments will end or change once you are in Medi-Cal. It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: I received a letter stating that my Children will no longer have Healthy Families and will be enrolled in Medi-Cal?

<insert greeting and verification> The State Law has changed and requires children enrolled in the Healthy Families Program to be moved to the Medi-Cal Program. No sooner than January 1, 2013 your child(ren) will receive services from the Medi-Cal Program. Children will not lose any health, dental or vision coverage. You will receive more letters telling you of important information about the move. **It is very important to call us with any address or telephone number changes.** You may also visit our website at www.healthfamilies.ca.gov for program updates and information. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Is Healthy Families going away now, or can I still apply?

<insert greeting and verification> As of January 1st, 2013, the Healthy Families program is no longer open for new enrollment. You may still submit an application to the Healthy Families Program, which will be reviewed for completeness and sent to the Medi-Cal for Families Program. Your application will be reviewed within four (4) business days and you will be notified if there is any missing information. I can assist you with an application over the phone or you may apply on-line at www.healtheapp.net or I can mail you an application. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Is my AIM baby still going to be enrolled through the Healthy Families program?

<insert greeting and verification> Yes, the HFP will continue to enroll babies who are on the Access for Infants and Mothers (AIM) Program into HFP who would not qualify for Medi-Cal for Families Program. Beginning no sooner than January 1, 2013, HFP has stopped enrolling all other children, who are not on AIM. To request a paper application or to start an application by phone, call: 1-800-880-5305. HFP will continue to process plan transfer requests, monthly premium payments, Annual Eligibility Reviews, and enrollment of infants whose mothers are enrolled in AIM.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Where can I get more information about the transition of Healthy Families children into the Medi-Cal program?

<insert greeting and verification> You will be receiving a Welcome to Medi-Cal packet with more detailed information as your child gets closer to moving to the Medi-Cal Program. The Welcome to Medi-Cal packet will have additional information on the services offered in Medi-Cal, including how to access dental, mental health, alcohol and drug treatment services, and behavioral health services. May I also refer you to the following websites for any updates on the transition of children to Medi-Cal at www.HealthyFamilies.ca.gov- Please see the homepage for any new information being posted. www.mrmib.ca.gov- Please see the WHAT's NEW section on the home page. www.dhcs.ca.gov- Please see the latest news and hot topics sections.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I have money sitting on my account, what will happen to my excess monies on account when I transition to Medi-Cal?

<insert greeting and verification> The Healthy Families Program will continue to provide services at the current premium amounts, you will be notified in writing of any changes for your future premiums when your family transitions to Medi-Cal. If you have excess money in your account when you child is transitioned to Medi-Cal, you will receive a refund from Healthy Families or you can request a refund of excess money on account in writing at any time at this address (Insert HFP P.O. Box). Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Do I need to continue to pay my monthly Healthy Families premiums?

<insert greeting and verification> The Healthy Families Program will continue to provide

services until you are notified of the move. You need to continue to pay your monthly premiums to the Healthy Families Program for your coverage to continue. If you do not make payments for two full months in a row, your child's(ren's) coverage will end, and you will need to re-apply for health coverage. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will I still have a co-payment when I move to Medi-cal?

<insert greeting and verification> Your child will not have a co-payment for Medi-Cal services.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I received my AER Packet, do I need to do the Annual Eligibility Review process?

<insert greeting and verification> Yes, it is very important to submit your Annual Eligibility Review. Your child will continue to have the same Annual Eligibility Review date. Please complete and return your packet to the Healthy Families Program by the due date<insert AER anniversary date>. You may complete your Annual Eligibility Review online at www.healthapp.net or you may fax or mail it to us <insert fax number or address>. It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: I have not received my AER Packet, do I need to do the Annual Eligibility Review process?

<insert greeting and verification> Yes, it is very important to submit your Annual Eligibility Review. Your child will continue to have the same Annual Eligibility Review date. Healthy Families or Medi-Cal will contact you to renew your child's(ren's) coverage before <insert AER anniversary date>. It is very important to call us with any address or telephone number changes. Would you like us to re-send the AER packet? Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my child(ren) have to change their Doctor or Health Plan in Medi-Cal?

<insert greeting and verification> Medi-Cal offers many of the same health plans the Healthy Families program offers. The county you live in and the current plan your child is enrolled in will effect if you will need to change plans or Doctors. You may ask your provider if they will continue to provide services once you are transitioned into Medi-Cal. If your child(ren) need to change health plans or doctors you will receive a letter notifying you. It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Can you tell me if Medi-Cal has my child's(ren's) health plan?

<insert greeting and verification> For more information on benefits please call Health Care Options at 1-800-430-4263. *Would you like me to transfer you?* It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my child(ren) lose any benefits when moved to Medi-Cal?

<insert greeting and verification> No, children will not lose any health, dental or vision coverage. For more information on benefits please call Health Care Options at 1-800-430-4263.

Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my child(ren) have to change their Dentist or Dental Plan in Medi-Cal?

<insert greeting and verification> Your child's dental coverage will change to Denti-Cal, but they will very likely be able to keep their same dentist in Denti-Cal. If your dentist says they will not be able to see you, please call the Denti-Cal Beneficiary Customer Service line at 1-800-322-6384, Monday to Friday, 8 a.m. to 5 p.m. A representative will help to connect you to a dentist near you.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: In Medi-Cal, where can I get a list of dental providers for my child?

<insert greeting and verification> You can locate a dental provider by calling Denti-Cal at 1-800-322-6384. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my child's(ren's) vision plan change in Medi-Cal?

<insert greeting and verification> Yes your vision plan will change. The Medi-Cal program provides vision services through a health plan with Medi-Cal managed care or Medi-Cal Fee-For-Service (FFS). It is very important to call us with any address or telephone number changes. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: I have been disenrolled from the Healthy Families Program, and received a letter that children will be moved to Medi-Cal?

<insert greeting and verification> As of January 1st, 2013, the Healthy Families program is no longer open for new enrollment. You may still submit a re-enrollment form, Program Review or Appeal to the Healthy Families Program, which will be reviewed for completeness and sent to the Medi-Cal for Families Program. Your information will be reviewed within four (4) business days and you will be notified if there is any missing information. You may complete and send in your Program Review or Re-enrollment Form for review. You may fax or mail your request to <insert HFP fax or HFP mailing address>. Once a determination is made you will be notified by letter. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: I have sent in an appeal, and received a letter that children will be moved to Medi-Cal will my appeal be processed?

<insert greeting and verification> Yes, your appeal will be reviewed. Once a determination is made you will be notified by letter. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Who can I call to voice my concerns about the elimination of the Healthy Families Program?

<insert greeting and verification> If you have any concerns regarding the elimination of the Healthy Families Program that was approved in the 2012/13 State Budget, you can contact your state elected officials to voice your concerns. Is there anything else I can help you with? Thank you for calling Healthy Families

Question: My child(ren) are currently enrolled in the Healthy Families Program, and I need to add a child, may I do this even though I received a letter that my child(ren) will move to Medi-Cal?

<insert greeting and verification> As of January 1st, 2013, the Healthy Families program is no longer open for new enrollment. You may still submit an Add-a-Person Form to the Healthy Families Program, which will be reviewed and sent to the Medi-Cal for Families for final determination. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: I am currently enrolled in the AIM Program and my baby was born, can I enroll my baby in the Healthy Families Program?

<insert greeting and verification> As of January 1st, 2013, the Healthy Families Program is no longer open for new enrollment, with the exception of AIM babies that would not qualify for the Medi-Cal for Families program. You will need to complete and send in your Infant Registration Form along with your infant's birth certificate so that your infant can receive health coverage. You may fax or send it to <provide fax or address> Thank you for calling the Healthy Families Program.

Question: Can I transfer plans before moving to Medi-Cal?

<insert greeting and verification> Yes, I will be happy to assist you with a plan transfer. Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

Question: Will my payment choices change in Medi-Cal?

<insert greeting and verification> If your family has a monthly premium, you will have the same payment choices in Medi-Cal. You can pay by check, money order, or cash to any Western Union Convenience Pay location. You can use your credit card over the phone and on the web. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: If I'm mailing my monthly premium, where do I send it and who do I make it out to?

<insert greeting and verification> Make your check out to the Healthy Families Program and mail to PO Box 537019. Until you are transitioned to Medi-Cal, you will continue to receive a billing statement with the same address you mail your premium payments to. Please be sure to check your billing statement every month to ensure that the payment is sent to the correct PO Box.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will I still have the same FMN and Check Digit Number?

<insert greeting and verification> Yes, you will keep the same FMN and Check Digit Number. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: When my child has transitions to Medi-Cal, will there still be discounts if enrolled in auto-pay or if paying 3 months in advance

<insert greeting and verification> Yes, You can still use the auto-pay for the 25 percent monthly discount, or pay 3 months in advance to get the 4th month free.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: My Child is currently in treatment for a health condition, will this be covered in Medi-Cal?

<insert greeting and verification> If your child is currently in treatment for a health condition you should continue to talk to your child's doctor about any treatment plans and medications. If you have specific concerns about medications or treatments and how they will continue in Medi-Cal, we encourage you to talk with your child's doctors and your health plan before your child's move to Medi-Cal. Contact your health plan for help with keeping your child's doctor for ongoing treatment. The number is on your health plan insurance card.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What if my provider will not accept my child, who is under continuous care, when moved to the Medi-Cal program?

<insert greeting and verification> If the provider will no longer see the child who is moving from HFP into Medi-Cal, the Medi-Cal managed care health plan must develop a plan to ensure that there is no break in the child's treatment or access to services. The Medi-Cal managed care health plan must submit this plan to DHCS for tracking to help ensure the child is able to continue receiving the services and accessing the providers they need.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will I receive a new Health Plan Card in Medi-Cal?

<insert greeting and verification> Yes, Your child will receive a new health plan card in the mail. This is the card your health plan will send to your child that confirms your child is a member of that health plan.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is a Medi-Cal Benefits Identification card (BIC) for?

<insert greeting and verification> The Medi-Cal Benefits Identification card (BIC) is a card given to you by the Medi-Cal program. It shows that you are covered by Medi-Cal.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I received a BIC card and Health Plan card; do I need to use both cards when taking my child to the doctor?

<insert greeting and verification> Yes, use both Health Plan card and your BIC when you take your child to the doctor or whenever you are seeking medical care for your child.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I have an old BIC card; will I receive a new BIC card when transitioned to Medi-Cal?

<insert greeting and verification> If your child received a BIC in 2011 or 2012, your child will **not** receive a new one and can **continue** to use the BIC they have, However, If your child gets a new BIC in the mail, please **use the new one and destroy the old one**, it will no longer be valid.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I received a BIC card and the name and/or date of birth is incorrect, can you correct it?

<insert greeting and verification> The BIC card is issued by the Medi-Cal program. You will need to contact your county social services office. I can provide you with the social service office in your county. What county do you live in? Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will I receive a BIC card before my child is transitioned to Medi-Cal?

<insert greeting and verification> Yes, BIC cards will be sent by mail in December. If your child does not receive a BIC by the end of December, please contact your county social services office to have one issued. I can provide you with the social service office in your county. What county do you live in?
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I only received a Health Plan card for my child; will I receive a Dental and Vision card too?

<insert greeting and verification> Your vision services are now part of your health plan, you will not receive a separate card. The Dental service will be covered under Denti-cal. You will use your BIC card for dental services.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: If my child's Health Plan is not changing in Medi-Cal, can I use the same Health Plan card?

<insert greeting and verification> No, Your child will receive a new health plan card in the mail. This is the card your health plan will send to your child that confirms your child is a member of that health plan. Use that card and your BIC when you take your child to the doctor or whenever you are seeking medical care for your child. The health plan card may come with the plan's Welcome Packet or arrive separately in the mail.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: How will I know if my current provider will accept Medi-Cal?

<insert greeting and verification> You will receive a new Welcome Packet and a health plan medical card from your child's health plan. This Welcome Packet will have health plan information on your child's Medi-Cal benefits, including vision:
*A new health plan Member Handbook explaining your coverage
*A health plan Doctor/Provider Directory.
You may locate your current doctor in the provider directory or contact your current Doctor or health plan.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: My child is receiving Mental Health treatment, will this be covered in Medi-Cal?

<insert greeting and verification> If your child is currently receiving mental health treatment through Healthy Families, they can continue to receive mental health services after the move to Medi-Cal. Your health plan does not offer most mental health treatments directly, but they can help you work with local mental health plans to provide all covered mental health services. If you have any questions contact your Health Plan or your child's doctor.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: I received a 30-Day Notice stating on November 1, 2012 a letter was sent to me about important changes to the Healthy Families Program, however, I did not receive one. How can I obtain another letter?

<insert greeting and verification> The letter sent on November 1, 2012 was sent by DHCS (Department of Health Care Services) if you would like to obtain this letter, you may call Health Care Options (HCO) to request a copy.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: In the 30-Day notification letter it states Early Periodic Screening, Diagnostic, and treatment is covered to individuals under age 21: Does that mean the age limit will increase for my 19 year old child?

<insert greeting and verification> -HFP covers children through age 18. However, If your child has moved to the Medi-Cal program, when he/she turns 19 years old, a redetermination will be made to see if he/she qualifies for a different Medi-Cal program that covers children up to 21 years old.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: My child is currently receiving service from the CCS Program and will turn 19 in 2013; will my child still be eligible for the CCS program?

<insert greeting and verification> The CCS Program provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under age 21 with CCS-eligible medical conditions. If you have questions about CCS please contact your local CCS Program.
Visit the CCS Program website for a list of local CCS programs.
<http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx>
Would you like the CCS number? What county do you live in?
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: If I disagree about my child's treatment or services after the transition or once my child is enrolled in Medi-Cal, whom can I contact?

<insert greeting and verification> You can call the State's Ombudsman at 1-888-452-8609 this a toll free number. Their hours of operation are Monday through Friday from 8:00AM to 5:00 PM.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What if I have additional questions regarding Medi-Cal, whom can I call?

<insert greeting and verification> You can call the State's Ombudsman at 1-888-452-8609 this a toll free number. Their hours of operation are Monday through Friday from 8:00AM to 5:00

PM.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What if I have additional questions regarding the HFP Transition to Medi-Cal, whom do I contact?

<insert greeting and verification> If you have additional questions regarding the transition you can visit the DHCS website @ www.dhcs.ca.gov/services/Pages/HealthyFamiliesTransition.aspx or email your inquiries to: dhcshealthyfamiliestransition@dhcs.ca.gov
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What happens if I move after my child transitions to Medi-Cal?

<insert greeting and verification> If you move, notify us within ten days so your child's case information can be updated. If you are moving to another county, your child may be enrolled into a Medi-Cal managed care health plan.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will my child receive the same benefits under Medi-Cal as he/she did under HFP?

<insert greeting and verification> Yes, the benefits are the same. You can find a comparison table that shows benefits covered by HFP and Medi-Cal by visiting the DHCS website at www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What happens if I do not pay my premiums each month, after we move to Medi-Cal?

<insert greeting and verification> If you do not pay your premiums for 2 months in a row, your county worker will review your case to determine if you qualify for another Medi-Cal program. If you do not qualify for another Medi-Cal program, and you have not paid your overdue premiums, you will receive a Notice of Action (NOA) stating your child's Medi-Cal may be discontinued.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will my child's AER date change after we move to Medi-Cal?

<insert greeting and verification> No, the annual review date for your child will not change. When it is time for your child's annual review, you will receive forms to review, sign, and send them back by a specific date.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is a Medi-Cal managed care health plan?

<insert greeting and verification> Medi-Cal managed care health plans are like HFP health plans. They help manage your child's care. This help may include helping you to find doctors and specialists, having a 24-hour nurse advice phone line, having member services to assist you, helping with transportation to medical visits, and more. The health plan will also help you get services your child needs not covered by the plan. If your child:

- Receives In-Home Support Services (IHSS), contact your social worker to find out if you can get more IHSS hours.

- Is a client of a Regional Center, contact your caseworker for assistance.
- In need of mental health services, contact your county caseworker for assistance. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Can I change my child's Medi-Cal health provider or plan?

<insert greeting and verification> Once your child moves to Medi-Cal, you can do the following:

- Visit one of the Health Care Options (HCO) presentation sites to speak to an HCO representative in person
http://www.healthcareoptions.dhcs.ca.gov/HCOCSPPresentation_Sites/;
- Visit the HCO website for information about the health plans:
<http://www.healthcareoptions.dhcs.ca.gov/HCOCSPPHome/>;
- Complete the process by phone with an HCO representative toll-free at (800) 430-4263 (Monday through Friday, 8a.m. to 5p.m); or
- Complete the forms in the information packet you will receive when your child moves to Medi-Cal. Mail the forms to:

Department of Health Care Services
Health Care Options
P.O. Box 989009
West Sacramento, CA 95798-9850

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What are Medi-Cal dental managed care plans?

<insert greeting and verification> The Medi-Cal dental managed care plans are like HFP dental plans. They help manage your dental care, and provide a 24-hour member service phone line. Medi-Cal provides dental managed care services in Los Angeles and Sacramento counties. Children, who live in all other counties in California, will receive dental services through Denti-Cal.

Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is Denti-Cal?

<insert greeting and verification> The Medi-Cal FFS dental program is known as Denti-Cal. In Denti-Cal, your child can go to any dentist who accepts Denti-Cal. You may choose a dentist who accepts Denti-Cal for each service he/she provides. You can find out more information about Denti-Cal online at: <http://www.denti-cal.ca.gov>
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: How does a provider enroll in Denti-Cal or a Medi-Cal dental managed care?

<insert greeting and verification> To enroll in Denti-Cal, a provider must complete an application. Denti-Cal can mail the provider an application or a dentist can get one online at <http://www.denti-cal.ca.gov>. Providers can call the Provider Customer Service line at (800) 423-0507. To enroll in a Medi-Cal dental managed care plan, a provider must complete and submit an application to the dental plan(s).
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: When we move to Medi-Cal, how will I know if my child(ren) is going to receive Denti-Cal or Medi-Cal dental managed care services?

<insert greeting and verification> Your child's dental benefits will move in the same phase as his/her medical benefits. If you live in Los Angeles County, your child will have a choice between Denti-Cal or Medi-Cal dental managed care. If you live in Sacramento County, your child will be enrolled in Medi-Cal dental managed care. If you live in any other county in California, your child will be enrolled in Denti-Cal. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: How can I find a dental provider for my child?

<insert greeting and verification> You can locate dental providers for Medi-Cal in your area by calling the Beneficiary Toll Free line at 1-800-322-6384. A customer service representative will assist you with provider options or go to: <http://www.denti-cal.ca.gov>.
Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: Will my child be able to continue treatment when moved to Denti-Cal?

<insert greeting and verification> Denti-Cal will honor prior authorizations for treatments and services, if the service is a Denti-Cal benefit and performed by a Denti-Cal provider within the authorization time period. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: How does my child continue to receive alcohol and drug services?

<insert greeting and verification> Your child may be referred to these services by their current provider, or they may seek these treatment services directly through your local county-administered alcohol and drug programs.
(Verify Callers County and provide the phone number listed in the link, <http://www.adp.ca.gov/help/pdf/County-Numbers-Directory.pdf>.) Is there anything else I can help you with? Thank you for calling Healthy Families.

Scripts for HFP Families General FAQ's

Question: What are Early and Periodic Screening, Diagnosis and Treatment Program (EPSDT) benefits?

<insert greeting and verification> EPSDT allows for periodic screenings to determine health care needs for individuals under the age of 21 in Medi-Cal. Medi-Cal will cover the provision of EPSDT services based upon the identified health care needs of the child. In addition to the regular Medi-Cal benefits, an individual may receive additional medically necessary services called EPSDT Supplemental Services. Examples of EPSDT supplemental services include private duty nursing services from a registered nurse (RN) or licensed vocational nurse (LVN), case management, pediatric day health care, and nutritional and mental health evaluations and services. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: What is Medi-Cal Fee-For-Service (FFS)?

<insert greeting and verification> You can find out more information about the FFS service at the following website: www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx. Is there anything else I can help you with? Thank you for calling Healthy Families.

Question: When will my child be enrolled into a Medi-Cal managed care plan?

<insert greeting and verification> Your child will enroll into a Medi-Cal managed care health plan during one of the four phases of the HFP move to Medi-Cal, which will begin no sooner than January 1, 2013. You will receive multiple notifications in writing prior to your children being transitioned into Medi-Cal. Please make sure to read every notification from the Healthy Families Program and the Department of Health Care Services carefully. There is a proposed timeline that can be followed on the DHCS website: www.dhcs.ca.gov/services/hf/Pages/HFPFAQ.aspx. Is there anything else I can help you with? Thank you for calling Healthy Families.